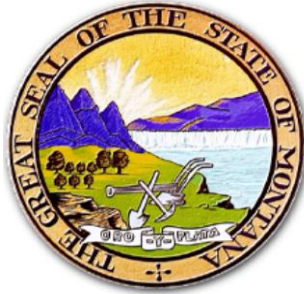


*Deliverable to:*

Montana Department of Public Health and  
Human Services



Independent Verification and Validation (IV&V)  
Services for the Montana Medicaid Management  
Information System (MMIS)

Monthly Status Report

May 22, 2013

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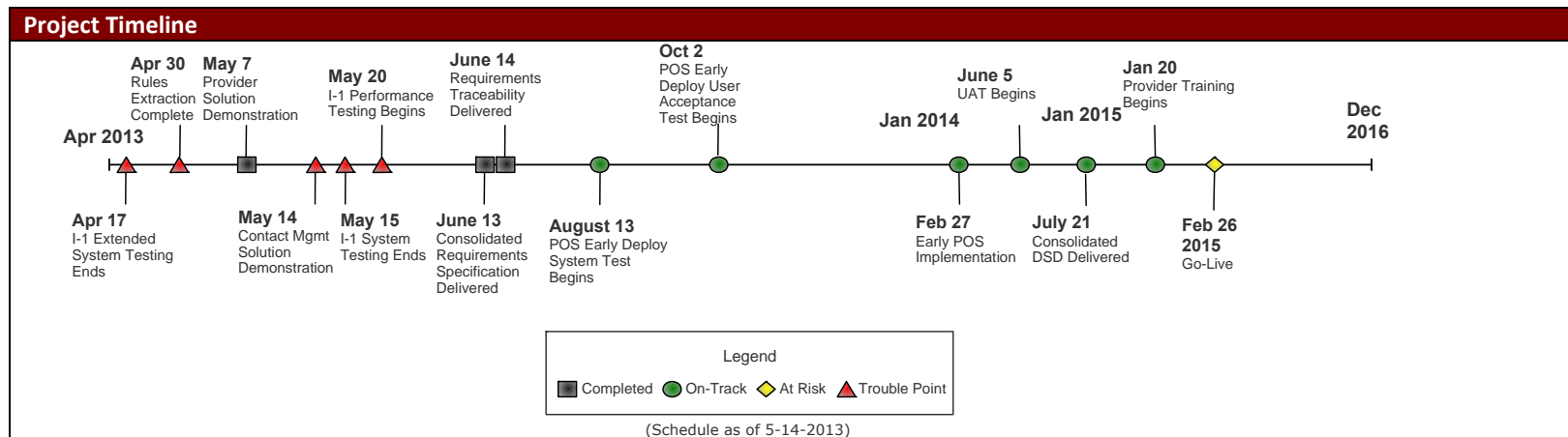
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# 1 - MMIS Project Quality



## 1.1 Project Summary

<b>Current Phase:</b>	Requirements Analysis/Iterative Design/Development
<b>Most Recent Accomplishment:</b>	Conducted the TPL I-4 and DSS Design Reviews and Operations Requirements session during the week of May 8, 2013
<b>Next Major Milestone:</b>	Solution Demonstration for Contact Management – 5/14/13
<b>Biggest Project Challenges:</b>	<ul style="list-style-type: none"> <li>• Lack of availability of Xerox Health Enterprise (HE) Experts to support collaboration sessions</li> <li>• Delay in the start of system testing for Iteration 1 &amp; Iteration 2 may result in a delay in the completion dates for each</li> <li>• Gap tracking and process management concerns</li> <li>• Resource allocation is currently 139%</li> <li>• The current number of slipped tasks is 226</li> </ul>




Project Status/Xerox Performance Indicator Panel	Performance Indicator Panel Key
<b>Overall:</b> <span style="background-color: red; color: black;">red</span> NOTE: The overall project status is red due to the current project SPI and the large number of slipped tasks. Also due to the HE expert availability, gap tracking, system test delays, and out of scope gap issues not being satisfactorily addressed.	<div style="background-color: green; width: 20px; height: 10px; display: inline-block;"></div> Green: no risk identified risk  <div style="background-color: yellow; width: 20px; height: 10px; display: inline-block;"></div> Yellow: identified risk – must be actively managed  <div style="background-color: red; width: 20px; height: 10px; display: inline-block;"></div> Red: identified problem – requires mitigation
<b>Schedule:</b> <span style="background-color: red; color: black;">red</span> <b>Scope:</b> <span style="background-color: red; color: black;">red</span> <b>Resources:</b> <span style="background-color: red; color: black;">red</span>	



## 1.2 Recommended Priorities for Next Reporting Period

Recommended Priorities	Responsible Party	Risk Level
<p>Provide written notice to Xerox requiring them to set the project work plan baseline dates to the DPHHS approved work plan dates (equal to the start and finish dates from the 10/24/12 Xerox Work Plan).</p> <p>PK understands that DPHHS may choose to accept the current Xerox baseline dates. If DPHHS chooses to proceed with this approach, PK strongly recommends that a contract amendment be put in place to memorialize this agreement to the change in the approved work plan dates.</p> <p><b>Update:</b> <i>DPHHS has accepted the Xerox baseline dates. The contract amendment is currently in development by DPHHS. The draft amendment was delivered to Xerox on May 9, 2013.</i></p>	Jeff Buska	 red
<p>Request a change to the Resource Status Criteria Metrics in Xerox Weekly Status Report, based on the agreement with Xerox that the average resource allocation for the next 90 days should be 100%.</p> <p><b>Update:</b> <i>Discussed with Tom on May 10, 2013.</i></p>	Tim Peterson	 yellow

### Risk Level Key:

 Green: no risk identified risk	 Yellow: identified risk – must be actively managed	 Red: identified problem – requires mitigation
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### 1.3 Issues for Management Attention

The following table presents the most critical issues on the project. Refer to the project issue log in the DPHHS SharePoint for more detailed information about project issues.

Issue	What's Been Done	What's Still Needed
<i>1) Lack of availability of Health Enterprise (HE) Experts for collaboration sessions</i>		
<ul style="list-style-type: none"> <li>- When the new collaboration session process was implemented, Xerox committed that they would have a HE expert present in each session</li> <li>- Lack of HE knowledge in sessions generates numerous action items for Xerox</li> <li>- Without proper knowledge of the HE system, gaps cannot be properly identified</li> <li>- Xerox has indicated that they are competing with resources for UAT in other states, and will not always be able to provide a HE expert for sessions in Montana</li> <li>- Sessions may have to be repeated when HE experts are available</li> <li>- Xerox committed on 7/26/12 that an HE expert will be on-site for each collaboration session</li> <li>- No Xerox SME present for Claims (Front End) Gap Identification session</li> <li>- Afternoon of Tuesday, 8/7/12 was canceled due to lack of Xerox HE expert availability</li> <li>- There was no Xerox HE SME present for the Reference session on 8/13/12 or 8/14/12</li> <li>- Many questions in the Member 3 session,</li> </ul>	<ul style="list-style-type: none"> <li>- An issue has been entered in the Xerox SharePoint</li> <li>- DPHHS has requested that an HE SME be present for each collaboration and design session</li> <li>- DPHHS has requested that if an HE SME is not able to be onsite to support a collaboration session, they participate in the meeting by video conference, rather than over the phone</li> <li>- Xerox provided a spreadsheet outlining the qualifications and areas of expertise of the SMEs that will be supporting the collaboration and design sessions</li> <li>- Xerox SMEs participated in two of the collaboration sessions via video conference the week of 9/10/12</li> <li>- Xerox provides a SME Help spreadsheet on a monthly basis, outlining the HE Experts scheduled for each collaboration session</li> <li>- This issue is reviewed weekly</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledgeable Xerox Health Enterprise SMEs on site for each collaboration and design session</li> </ul>

Issue	What's Been Done	What's Still Needed
<p>week of 8/27/12, were not able to be answered – notably in the long term care portlets</p> <ul style="list-style-type: none"><li>- Many questions in the Claims Adjudication session were unable to be answered by the Xerox SME. A large number of Xerox action items were generated to obtain answers to questions about HE</li><li>- No Claims SME was present in the Claims Adjudication meeting that began on 10/1/12</li><li>- No HE Expert was present in the Care Management session that began on 10/9/12</li><li>- No HE SME was present for the Claims Adjudication meetings on 10/11/12 and 10/12/12</li><li>- The scheduled HE Expert (Sybil Pepper-Spencer) for the Member Design session that began on 10/22/12 was not on video or on the phone until the last day of the session</li><li>- The HE Expert for DSS for the session that began 10/29/12 has not been able to demonstrate the DSS or answer questions regarding DSS functionality. By the end of day 2, 47 action items had been recorded, with a majority of them assigned to Xerox</li><li>- Xerox notified DPHHS on 11/2/12 that a SME would only be available for 1 – 2 hours at the end of each day for the 11/7-11/9/12</li></ul>	<p>during the Xerox Weekly Status meeting</p>	

Issue	What's Been Done	What's Still Needed
<p>Claims session. This is unacceptable to DPHHS based on issues with past Claims sessions</p> <ul style="list-style-type: none"><li>- Xerox notified DPHHS at 4:41 pm that due to travel issues, the Reference session would not begin until 12:30 pm on 11/14/12. The morning of 11/14/12, DPHHS was notified that the session could not begin until 11/15/12</li><li>- If Xerox is unable to provide SMEs for the 2-wide sessions, they will have great difficulty staffing 4-wide sessions</li><li>- Neither the scheduled expert or alternate resource (Alek Szlam or Gurdial Virk) were in attendance for the Web Portal design session</li><li>- Kirk Blackmon is supporting the Claims Adjudication session the week of 1/7/13, however he is not actively engaged. He responds to questions when asked, but is not an active participant in the session</li><li>- No HE expert was scheduled or present for the Member Design session the week of 1/14/13</li><li>- HE experts were not able to answer many questions about HE functionality in the Claims Front End session the week of 1/22/13</li><li>- The scheduled expert (Kati Tabert) was not in attendance for the Reference design session the week of 1/28/13</li></ul>		

Issue	What's Been Done	What's Still Needed
<ul style="list-style-type: none"><li>- There was no HE DDI project resource in attendance for the Retro DUR session the week of 1/28/13</li><li>- There was no scheduled expert and no expert in attendance for the Care Management design session the week of 2/4/13</li><li>- There was no scheduled expert and no expert in attendance for the Claims Adjudication design session the week of 2/11/13</li><li>- The scheduled expert (Sibyl Pepper-Spencer) was not in attendance for the Member design session the week of 2/11/13</li><li>- There was no scheduled expert and no expert in attendance for the Provider design session the week of 2/25/13</li><li>- There was an expert present, Kati Tabert, for the Reference session the week of 2/25/13. Kati indicated that one of the gaps previously recorded in Reference were more appropriate for the Rules Management area of HE, rather than the Utilization Review area of HE</li><li>- Reyne Bauman, the scheduled expert, was on the phone for the Claims Pricing design session the week of 3/18/13, but was not participating, resulting in a large number of action items</li><li>- There was no scheduled expert for the</li></ul>		



Issue	What's Been Done	What's Still Needed
<p>Claims interface meeting the week of 4/15/13, and there were HE specific questions that the Claims team was not able to answer. The Xerox SME Help schedule indicates "N/A"</p> <ul style="list-style-type: none"><li>- There was no scheduled expert for the AVRS/Faxback session the week of 4/15/13, and there were HE specific questions that the AVRS team was not able to answer. They are planning a follow-on session to address questions and functionality that could not be addressed in this week's session. The Xerox SME Help schedule indicates "No coverage"</li><li>- Many action items to determine HE functionality were recorded during the Reference Conversion Mapping Walk-through on 4/22/13</li><li>- The scheduled expert in support of the DSS Design session the week of 4/29/13 was on the phone on Monday morning, but will not be available to support the session for the remainder of the week</li><li>- The scheduled expert in support of the Provider Business Rules session the week of 4/29/13 was not available for the entire day on Monday, due to her time zone, and was not available on Tuesday</li><li>- David Miller, the scheduled expert, was on the phone for the Benefit Plan design and configuration session the week of 5/20/13,</li></ul>		

Issue	What's Been Done	What's Still Needed
but was not actively participating.		
<p><i>2) Delay in the start of system and extended system testing for Iteration 1 functional areas</i></p> <ul style="list-style-type: none"> <li>- Testing was scheduled to begin on January 31, 2013, but did not begin until March 18, 2013</li> <li>- This impacts the Provider and Contact Management functional areas</li> <li>- Xerox experienced problems with the implementation of their system testing environment</li> <li>- Iteration 1 system and extended system testing tasks are not indicated on the slipped task report for their finish date, but the test execution tasks have not completed</li> <li>- Xerox is reporting completion of Iteration 1 system testing, however the exit criteria defined in the system test plan have not been achieved</li> <li>- There are currently 8 blocked and 195 deferred test cases in Iteration 1 system testing</li> </ul>	<ul style="list-style-type: none"> <li>- An Issue has been entered in the Xerox SharePoint Issues List</li> <li>- This is discussed on a weekly basis in the Xerox Status meetings</li> </ul>	<ul style="list-style-type: none"> <li>- Completion of iteration 1 system and extended system testing</li> <li>- Demonstrate completed gap development for current sprints as soon as possible</li> </ul>
<p><i>3) Delay in the start of system and extended system testing for Iteration 2 functional areas</i></p> <ul style="list-style-type: none"> <li>- Testing was scheduled to begin on April 18, 2013, and has not yet started</li> <li>- This impacts the Provider, Reference, Contact Management, Web Portal, Architecture, Benefit Plan, and EDMS functional areas</li> </ul>		

Issue	What's Been Done	What's Still Needed
<ul style="list-style-type: none"> <li>- Xerox experienced problems with the implementation of their system testing environment</li> <li>- Iteration 2 system and extended system testing tasks are indicated on the slipped task report for their start dates</li> </ul>		
<i>4) Gap tracking and process management concerns</i>		
<ul style="list-style-type: none"> <li>- BAs have been unable to locate a number of their gaps in the RTM (both the comprehensive RTM and RTMs by functional area)</li> <li>- Xerox functional teams have been unable to locate specific gaps in DOORS or SharePoint during design sessions</li> <li>- Gaps are currently being tracked in multiple tracking systems (DOORS and multiple SharePoint action item categories), making it difficult for BAs to locate gaps</li> <li>- Gaps have been transferred to different functional areas and renamed, which prevents tracking of the gap originally captured</li> <li>- Iterations have not been included on the RTM</li> <li>- DPHHS/PK has requested that the Gap Clarification and Gap Status columns from DOORS be added to the RSD Working View</li> <li>- Xerox delivered an email on 3/17/13, outlining the proposed process for defect, demo, and transferred gaps</li> </ul>	<ul style="list-style-type: none"> <li>- An Issue has been entered in the Xerox SharePoint Issues List</li> <li>- Xerox is conducting a gap assessment to identify transferred gaps</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox to provide a mapping of renamed gaps</li> <li>- Xerox to respond to the PK Remaining Requirements report</li> </ul>

Issue	What's Been Done	What's Still Needed
<ul style="list-style-type: none"> <li>- DPHHS responded to the proposed process with comments on 3/27/13</li> <li>- Xerox response was received on 4/2/13</li> <li>- DPHHS responded with a question on 4/12/13</li> <li>- Gaps in the AVRS functional area were reworded and renumbered without involvement with or notification of DPHHS staff</li> <li>- BAs and PMs are unable to locate many Gaps in the Consolidated RSD and Consolidated RTM</li> </ul>		
<p><i>5) System Architecture requirements for Commercial off-the-Shelf (COTS) products</i></p>		
<ul style="list-style-type: none"> <li>- Xerox is of the opinion that System Architecture requirements do not apply to the COTS products proposed to meet DPHHS RFP requirements</li> <li>- There is no stated exclusion in the RFP for products that Xerox has chosen to use to meet RFP requirements</li> </ul>	<ul style="list-style-type: none"> <li>- DPHHS delivered a matrix outlining the COTS products that are part of the DDI, and the system architecture requirements in question</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox to populate the matrix delivered by DPHHS</li> <li>- DPHHS and Xerox to conduct a meeting to review the populated matrix</li> </ul>
<p><i>6) No DPHHS/PK access to RQM, JIRA, and Greenhopper</i></p>		
<ul style="list-style-type: none"> <li>- Access to these tools is needed for DPHHS/PK to have visibility to testing progress, development progress, and defect identification and resolution</li> <li>- Until access is provided, PK has requested that Xerox provide system testing results and defect metrics, per the system test plan</li> </ul>	<ul style="list-style-type: none"> <li>- RQM training has been scheduled for 5/29/13</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox to provide expanded access to JIRA and Greenhopper as soon as possible</li> <li>- Xerox to provide test results and defect metrics, until expanded access to and training for these tools has been provided</li> </ul>

Issue	What's Been Done	What's Still Needed
<ul style="list-style-type: none"> <li>- Xerox provided access to DPHHS on 4/19/13, however the view provided is very limited and does not provide the necessary information</li> <li>- DPHHS/PK met with Xerox on 4/30/13 to explain the expanded access needs for Greenhopper</li> <li>- Access to RQM was provided on 4/25/13, but DPHHS/PK have not received training</li> </ul>		
<p><i>7) Xerox has indicated that there are not enough available local codes in HE to accommodate the way HE generates their procedure code/modifier combinations</i></p>		
<ul style="list-style-type: none"> <li>- HE has been built to take a procedure code/modifier combination and create an internal code (local code), behind the scenes, to process claims</li> <li>- There will be 12,000 internal codes that would need to be created</li> <li>- There are only 900 codes available because all others are used by HCPCS codes</li> </ul>	<ul style="list-style-type: none"> <li>- DPHHS has escalated this issue to Xerox management</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox to present a plan to DPHHS to resolve this issue</li> </ul>
<p><i>8) The Contact Management Solution Demonstration for Iteration 1 has not been scheduled</i></p>		
<ul style="list-style-type: none"> <li>- This solution demonstration was scheduled for completion on 5/14/13</li> </ul>		<ul style="list-style-type: none"> <li>- Xerox to schedule and conduct the Contact Management Solution Demonstration for Iteration 1</li> </ul>

## 1.4 Risks for Management Attention

The following table summarizes the most important risks for the project along with recommended actions. Refer to the project risk log for more detailed information about project risks.

Risk	What's Been Done	Recommendation
<p><i>1) Health Enterprise (HE) 2.0 implementation</i></p> <ul style="list-style-type: none"> <li>- Xerox has not previously used the Agile methodology to implement an MMIS</li> <li>- Xerox has not implemented HE 2.0</li> <li>- The HE 2.0 management team has had a low level of engagement with DPHHS and little onsite presence since the DPHHS agreement to move forward with this DDI approach</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox is conducting market research to determine which scrum tool to purchase and implement</li> <li>- A Monthly Montana Enterprise Implementation Review of Liberty Tasks meeting, which will include Xerox, DPHHS, and PK has been scheduled</li> </ul>	<ul style="list-style-type: none"> <li>- Agile training should be provided for relevant Xerox staff</li> </ul>
<p><i>2) There are currently 379 gaps in DOORS in a "pending", "out of scope", "in review" or "PMO review" status</i></p> <ul style="list-style-type: none"> <li>- Not all gaps have been entered in DOORS, so there may be additional pending gaps added in the future</li> <li>- The out of scope gaps that Xerox presented to DPHHS for the initial four functional remain unresolved</li> <li>- It is a project risk to have this large number of gaps for which it is unknown whether they will proceed to development</li> <li>- This impacts design and planning for development and testing</li> </ul>	<ul style="list-style-type: none"> <li>- An Issue has been entered in the Xerox SharePoint Issues List</li> <li>- This risk is discussed weekly in both the Xerox Weekly Status meeting and the Weekly DDI PM meeting</li> <li>- Xerox delivered 23 out of scope gaps for DPHHS review on 3/8/13</li> <li>- DPHHS provided a written response to the Xerox out of scope gap spreadsheet on 3/29/13</li> <li>- Xerox delivered 19 out of scope gaps for DPHHS review on 4/5/13</li> <li>- DPHHS provided a written response</li> </ul>	<ul style="list-style-type: none"> <li>- The remaining out of scope gaps should be reviewed by the Xerox product review board and delivered to DPHHS for review</li> <li>- A meeting to discuss outstanding out of scope gaps is scheduled for 5/28/13</li> </ul>

Risk	What's Been Done	Recommendation
	<p>to the Xerox out of scope gap spreadsheet on 4/12/13</p> <ul style="list-style-type: none"> <li>- Xerox delivered six out of scope gaps for DPHHS review on 4/17/13</li> <li>- DPHHS provided a written response to the Xerox out of scope gap spreadsheet on 4/25/13</li> <li>- Xerox delivered 46 out of scope gaps for DPHHS review on 4/30/13</li> <li>- Xerox delivered 33 out of scope gaps on 5/3/13 for discussion in the meeting scheduled for 5/8/13</li> <li>- A meeting to discuss the DPHHS responses delivered on 3/29/13 (23) and 4/12/13 (19) to the out of scope gaps was held on 5/8/13, but there has been no resolution on the outstanding gaps</li> </ul>	
<p><i>3) The CR for the new technology stack has not been approved</i></p> <ul style="list-style-type: none"> <li>- The new technology stack will offer a significant reduction in both DDI and operational costs to Xerox</li> <li>- Xerox has not responded to the DPHHS request</li> </ul>	<ul style="list-style-type: none"> <li>- DPHHS has requested a pass-through of these savings with an adjustment to the project payment milestones</li> </ul>	<ul style="list-style-type: none"> <li>- Request Xerox response to the DPHHS request</li> </ul>
<p><i>4) Change to the new technology stack (Health Enterprise Version 2.0 Open Source Supporting Products) is a risk to the Montana Health Enterprise (HE) implementation</i></p> <ul style="list-style-type: none"> <li>- Xerox has not previously implemented HE</li> </ul>	<ul style="list-style-type: none"> <li>- Xerox is currently conducting an</li> </ul>	<ul style="list-style-type: none"> <li>- Monitor and discuss progress with</li> </ul>

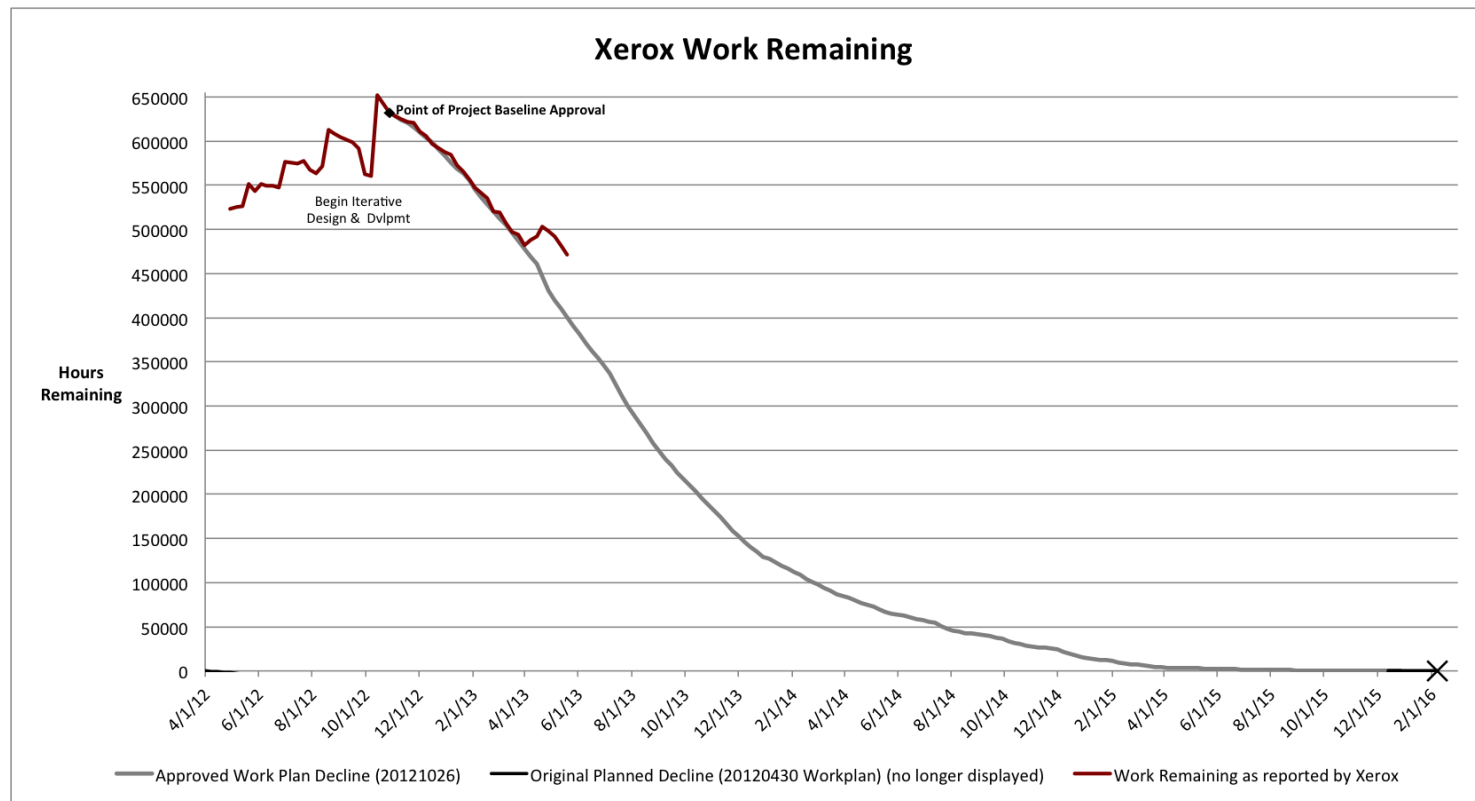
Risk	What's Been Done	Recommendation
with this technology stack, so this is not a proven platform for this system - This change has caused delays in the implementation of the system test environment	evaluation of the new technology stack	Xerox often and adjust approach and processes as necessary

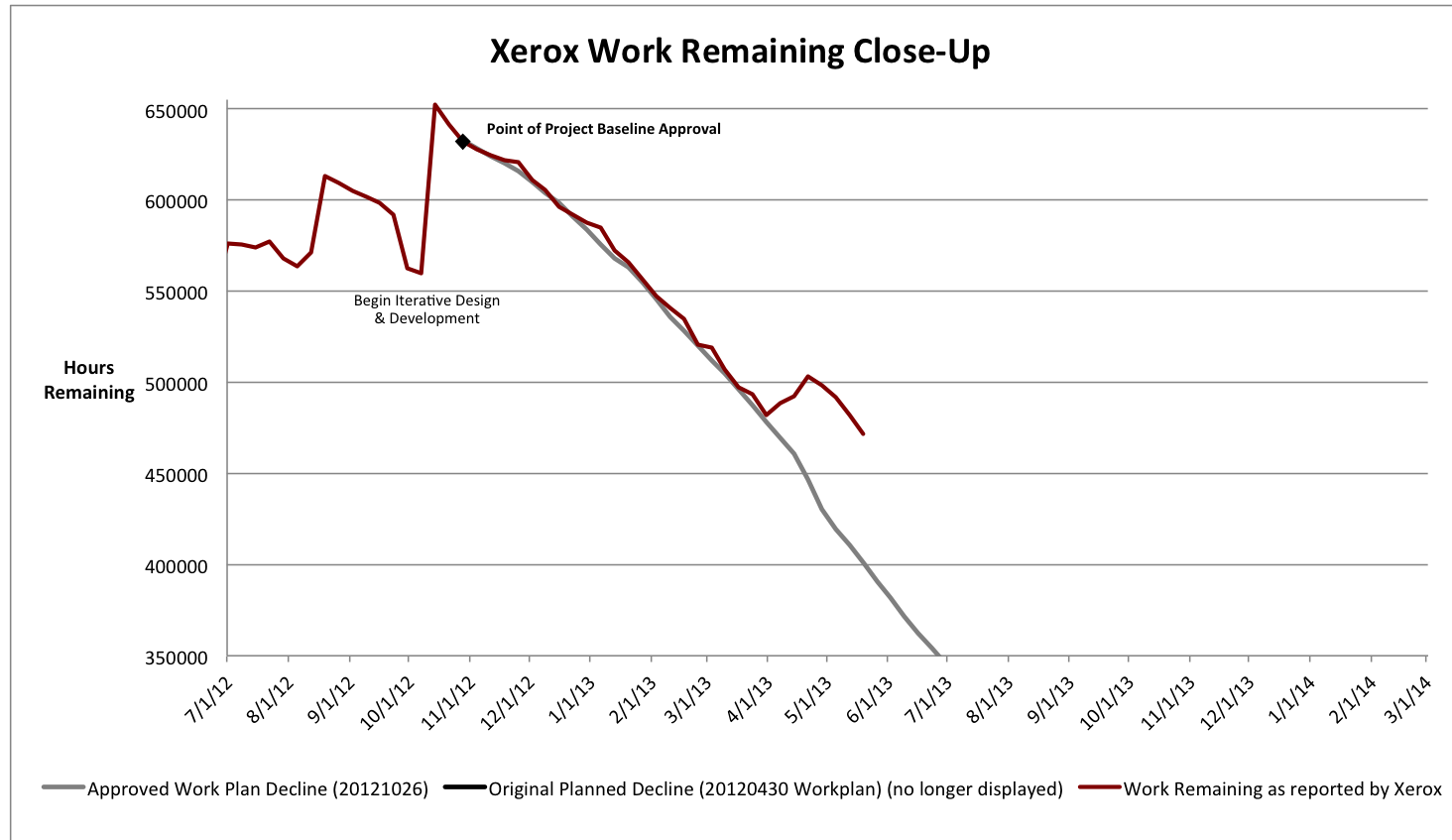


## 1.5 Performance Metrics

The metrics included in this section will vary according to project phase and major activity.

### Declining Work Balance





Earned Value Increase, Work Remaining Decrease, and Actual Work Increase each exceeded the Scheduled Effort for this reporting period.

Period	Actual Work Increase	Scheduled Effort	Decrease in Work Remaining	Increase in Xerox reported Earned Value
Four Weeks Ago				
4/23/13 Reporting Week	7,975	14,493	-10,919	5,701
3/26/13 – 4/23/13 Reporting Weeks	33,668	40,809	-9,593	31,045
Three Weeks Ago				
4/30/13 Reporting Week	7,956	16,001	4,616	9,395
4/2/13 – 4/30/13 Reporting Weeks	34,260	47,888	-16,317	31,808
Two Weeks Ago				
5/7/13 Reporting Week	7,269	10,951	6,948	8,874
4/9/13 – 5/7/13 Reporting Weeks	32,203	49,890	3,167	33,084
Last Week				
5/14/13 Reporting Week	8,257	9,021	9,700	10,047
4/15/13 – 5/14/13 Reporting Weeks	31,457	50,465	10,345	34,017
This Week				
5/21/13 Reporting Week	9,747	9,527	10,494	10,146
4/23/13 – 5/21/13 Reporting Weeks	33,229	45,499	31,748	38,462

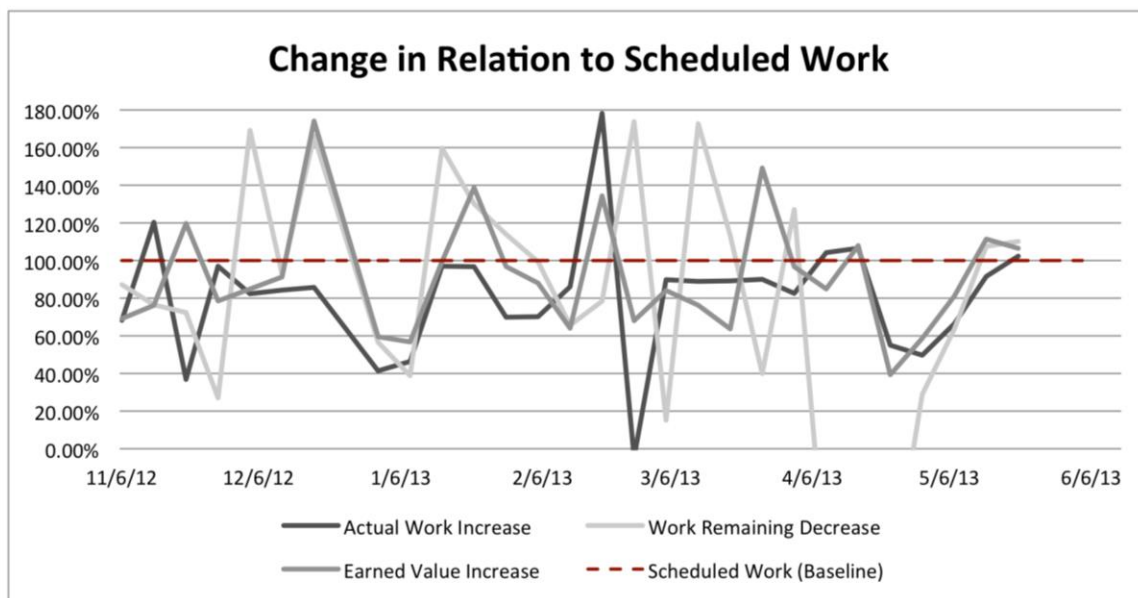
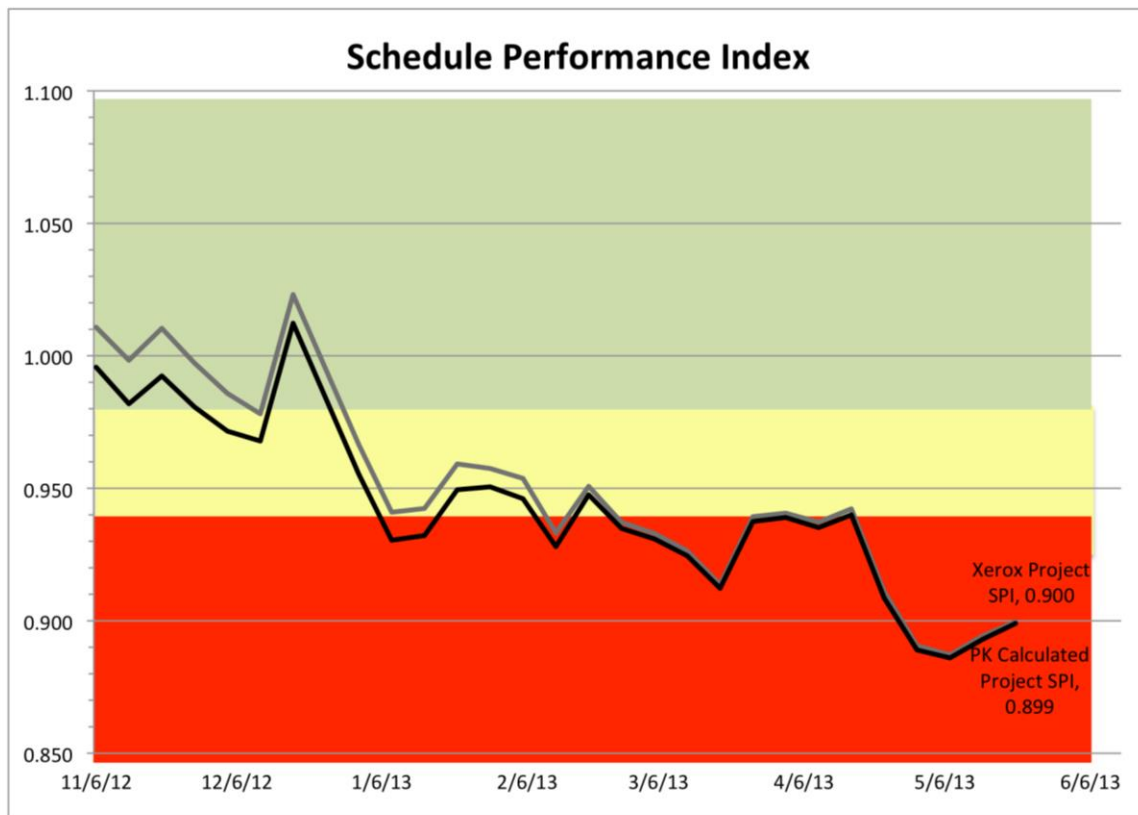
A graphic has been provided in recent reports to show the relationships between the Scheduled Hours and changes in Actual Hours, Remaining Hours, and Earned Value. It has been provided directly below the SPI graphic in this monthly report so that viewers can compare the SPI fluctuations to the percentages.

## Schedule Performance Index (SPI)

PK has resumed calculation and reporting of SPI. The number may vary from Xerox reported number based on the following difference in Planned Value measurement:

- Xerox calculates planned value at the task level while evenly distributing planned hours over the lifetime of the task.
- PK calculates planned value by the hours scheduled to have been completed to date.

PK will be using the earned value calculations reported by Xerox in the SPI calculation.



## Slipped Tasks

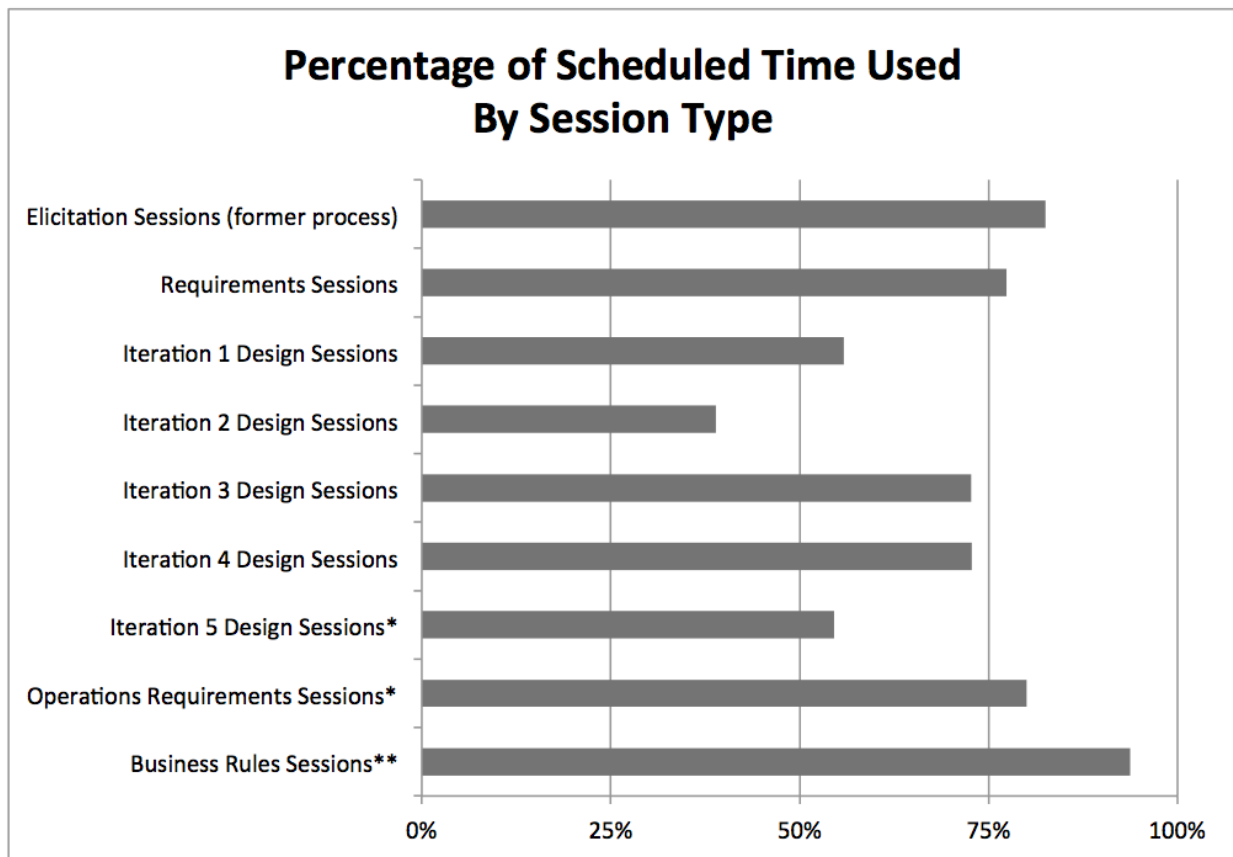
Slipped tasks are tasks whose baseline start and/or finish dates have passed. The number of slipped tasks has been gradually increasing since the project start. This week slipped tasks increased from 217 to 226. The majority of the tasks are slipped due to delays in system testing, design, and development.



## Xerox Functional Area Iterations – Progression and Approval

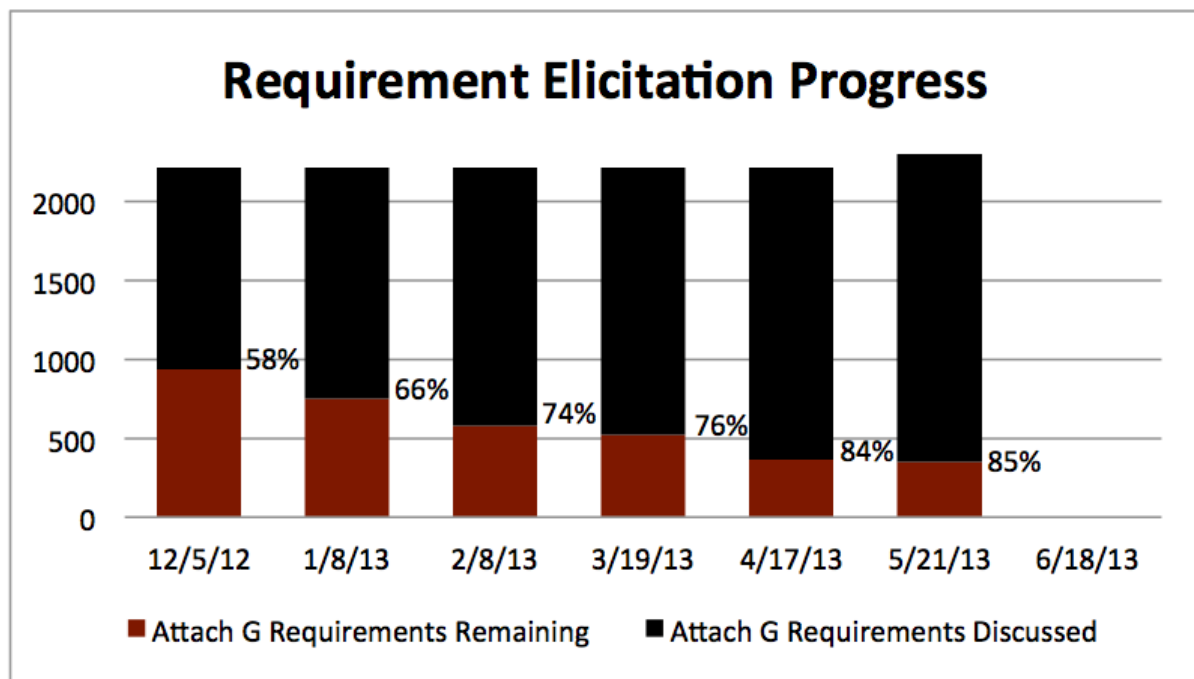
Progression and Acceptance of Iterations												
Note: This table demonstrates completion of sessions or tasks and is not intended to reflect quality of work performed.												
	Collaboration Step 1	Collaboration Step 2	Collaboration Step 3	Valid Values	Business Rules	Letters Roster	Reports Roster	RSD Reviewed		Iterative DSDD Reviewed	Sys Test Results Approved	Accepted (Milestone)
Percent Complete	100%	100%	100%					96%		21%	0%	0%
Functional Area	Iteration Code & Name											
Web Portal	✓ 6/27/12					Letter and Reports process has been revised. PK will work with DPHHS BA's to identify progress measures.		✓ 10/6/12	2 Web Portal	✓ 3/14/13		
									3 Web Portal			
System Architecture	✓ 5/31/12							✓ 1/28/13	1 Arch			
									2 Arch			
									3 Arch			
Pgm Mgmt - Benefit Plan Admin	✓ 7/10/12							✓ 11/13/12	2 Benefit Plan	✓ 3/15/13		
Contact Management	✓ 8/10/12	✓ 8/14/12						✓ 11/20/12	1 Contact Mgmt	✓ 2/12/13		
									2 Contact Mgmt	✓ 4/24/13		
									3 Contact Mgmt			
Managed Care	✓ 7/13/12							✓ 12/6/12	4 Managed Care			
									5 Managed Care			
Provider	✓ 7/20/12		✓ 8/2/12					✓ 9/24/12	1 Provider	✓ 4/2/13		
									2 Provider	✓ 4/2/13		
									4 Provider			
Pharmacy POS Early Deployment	✓ 9/13/12		✓ 8/2/12					✓ 12/17/12	3 POS/SmartPA	✓ 3/19/13		
	7/31/12 (SmartPA)								5 POS/SmartPA			
Member (Client Mgmt)	6/14/12 (Pilot)							✓ 11/12/12	3 Client (Member)			
	✓ 7/20/12	✓ 7/20/12							4 Client (Member)			
Pgm Mgmt - Reference	✓ 8/14/12	✓ 8/16/12						✓ 11/13/12	3 Reference			
									4 Reference			
									5 Reference			
EHR & PHR	✓ 12/14/12	✓ 2/22/13	n/a					✓ 3/5/13	5 EHR & PHR			
Ops Mgmt - Service Auth EDI	✓ 9/14/12		✓ 10/31/12					✓ 1/7/13	3 Service Auth	✓ 4/1/13		
									4 Service Auth			
Pgm Integration - RetroDUR	✓ 1/29/13	✓ 2/27/13						✓ 3/26/13	4 RetroDUR			
Ops Mgmt - TPL	✓ 11/8/12	✓ 12/18/12						✓ 3/13/13	4 TPL			
									5 TPL			
AVRS/EVRS	✓ 7/26/12							✓ 4/1/13	4 AVRS/EVRS			
Care Mgmt	✓ 10/12/12	✓ 11/1/12						✓ 12/17/12	4 Care Mgmt			
									5 Care Mgmt			
									5 Care Mgmt - ImpactPro			
Ops Mgmt - Claims	✓ 10/26/12 (Adj)	✓ (Adj)						✓ 12/17/12 (Adj)	3 Claims - Edits/Audits			
									4 Claims - Edits/Audits			
									5 Claims - Edits/Audits			
	✓ 8/31/12 (Front End)	✓ 9/26/12 (Front End)	✓ 11/8/12					✓ 1/4/13 (Front End)	3 Claims - Front End			
									4 Claims - Front End			
									5 Claims - Front End			
	✓ 8/31/12 (Pricing)	✓ 11/8/12 (Pricing)						✓ 1/9/13 (Pricing)	3 Claims - Pricing	✓ 4/1/13		
									4 Claims - Pricing			
									5 Claims - Pricing			
	✓ 8/29/12 (Payment)		✓ 10/12/12 (Payment)					✓ 12/27/12 (Payment)	4 Claims - Payment			
									5 Claims - Payment			
Ops Mgmt - Finan/Acctng	✓ 11/1/12	✓ 11/30/12						✓ 1/25/13	5 Financial/Accounting			
Prg Int - FADS	✓ 8/24/12							✓ 12/3/12	5 FADS			
Prg Int - DRAMS	✓ 4/4/13								4 DRAMS			
Prg Int - MARS	✓ 9/13/12							✓ 11/21/12	5 IMARS	✓ 3/13/13		
Pgm Int - SURS	✓ 3/27/13	✓ 10/31/12						✓ 1/25/13	5 DSS			

## Xerox Collaboration Sessions – Over/Under Scheduling



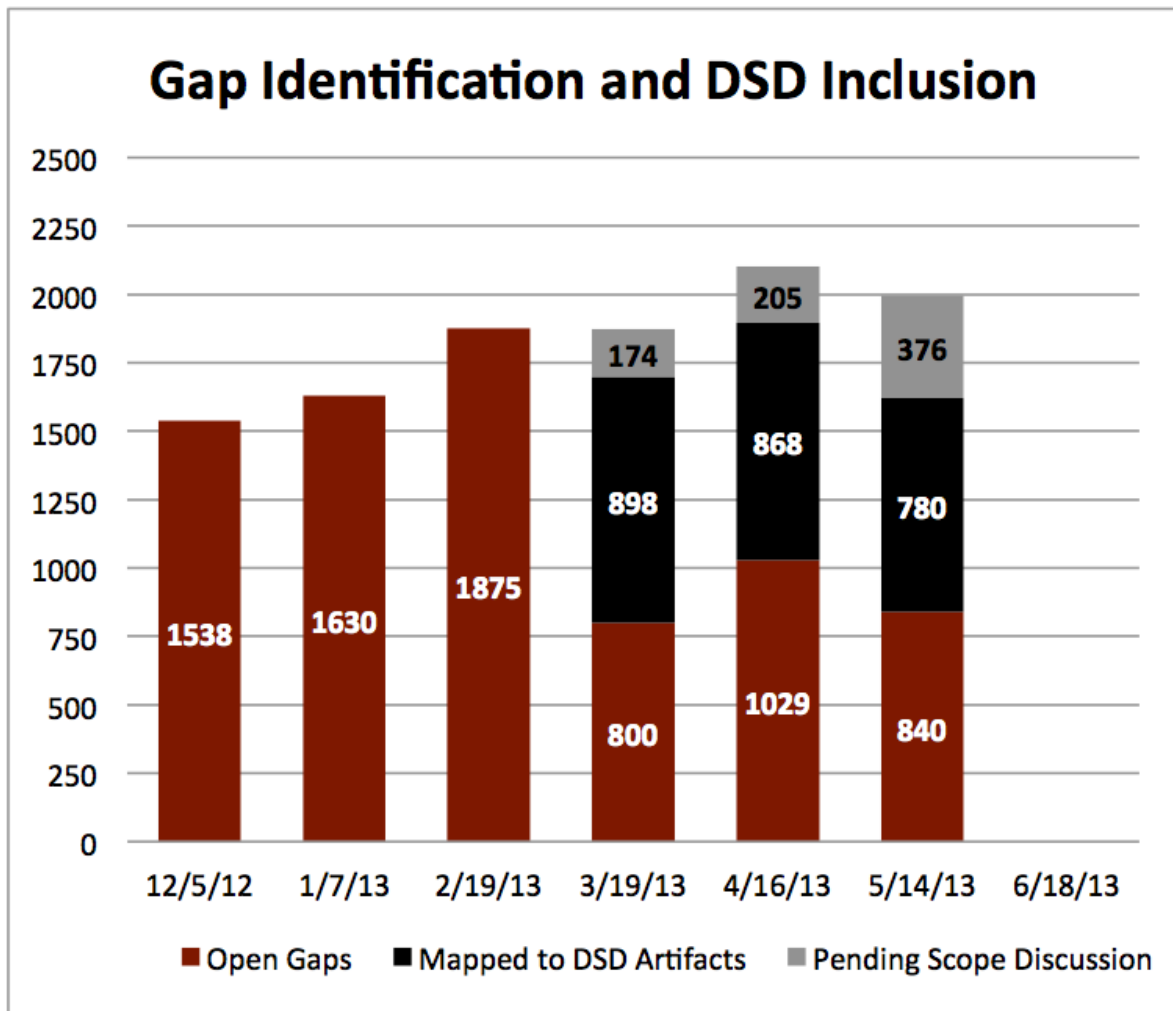


## Requirement Elicitation Progress



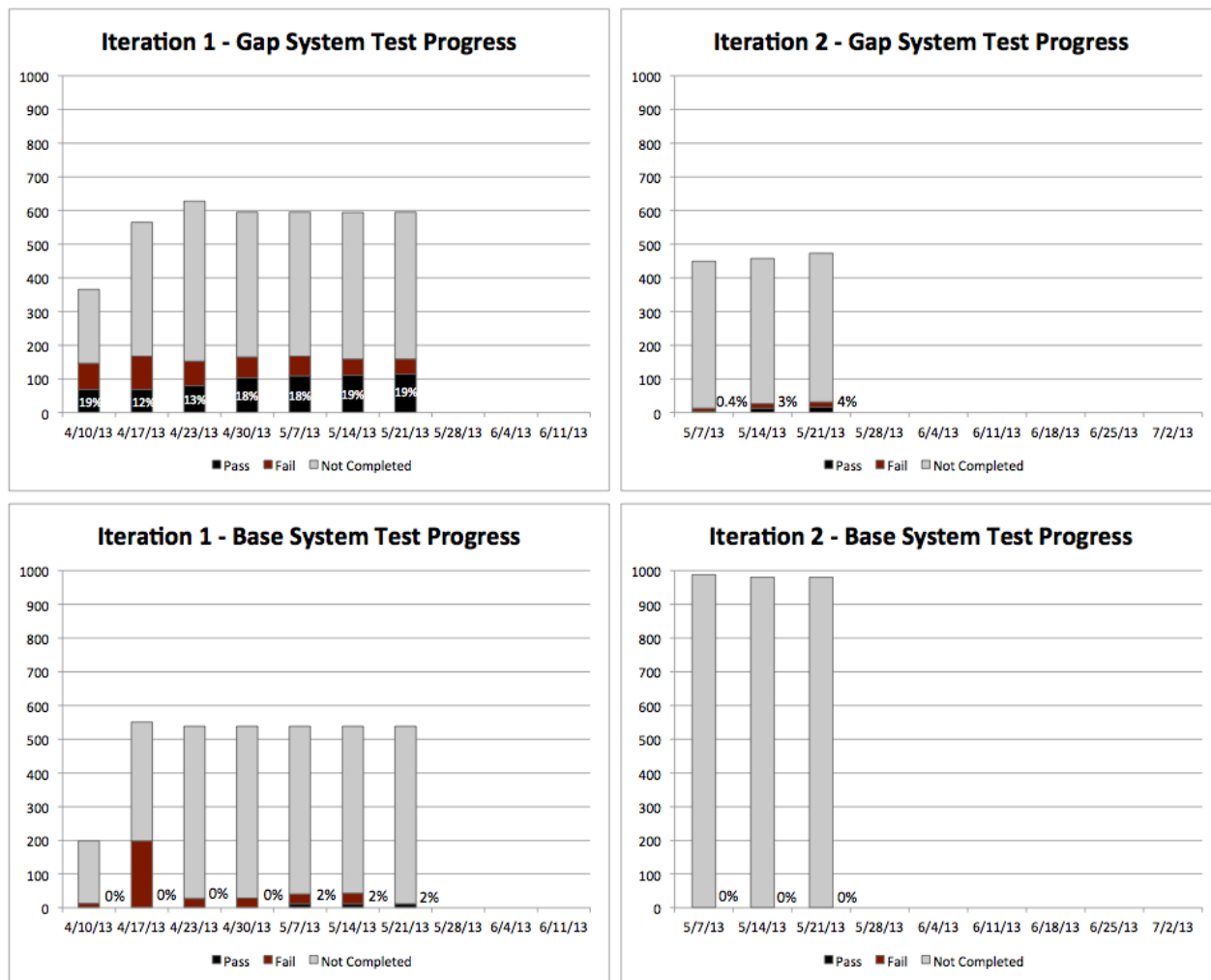
There are 15% of the Attachment G requirements that have not yet been discussed in all relevant requirements sessions.

## Gap Identification and Design



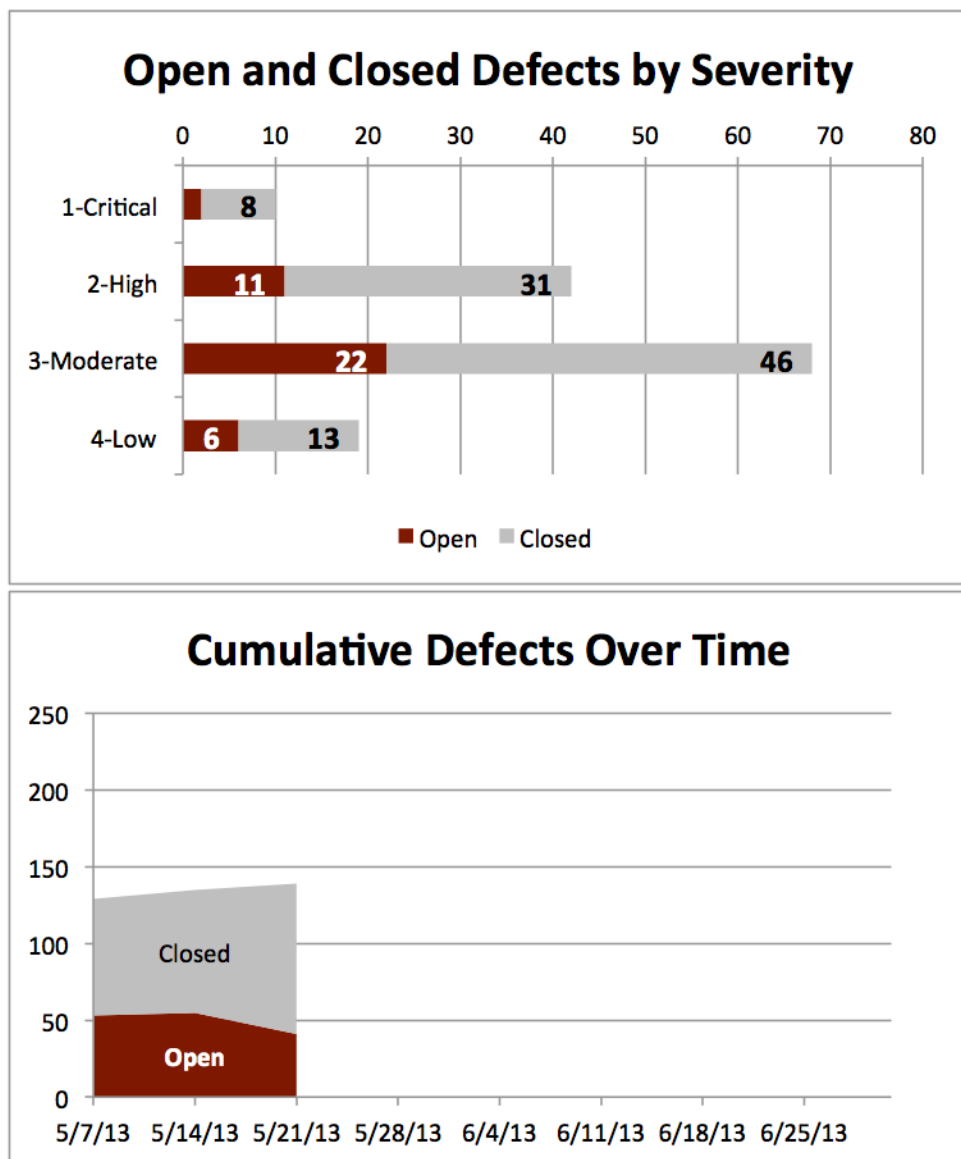
The total gap count has decreased, due to unnecessary gaps being moved to an obsolete status.

## System Test Results



**Note:** The "Estimated Planned" information from the Xerox Monthly Status report was used in the development of this metric. This metric will evolve as more information is available. Current progress on the testing of base functionality is blocked because the base code is not available in the system test environment. Xerox has deferred a majority of the blocked test cases.

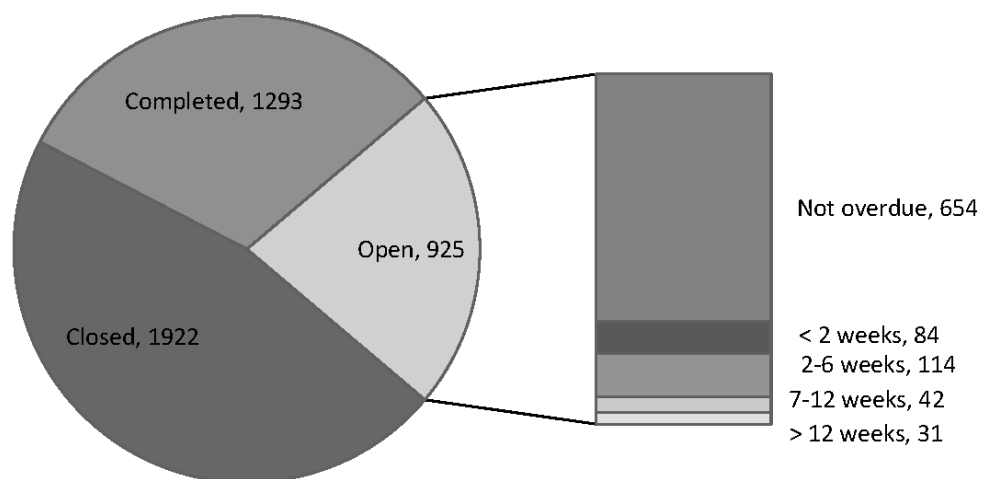
## System Test Defects



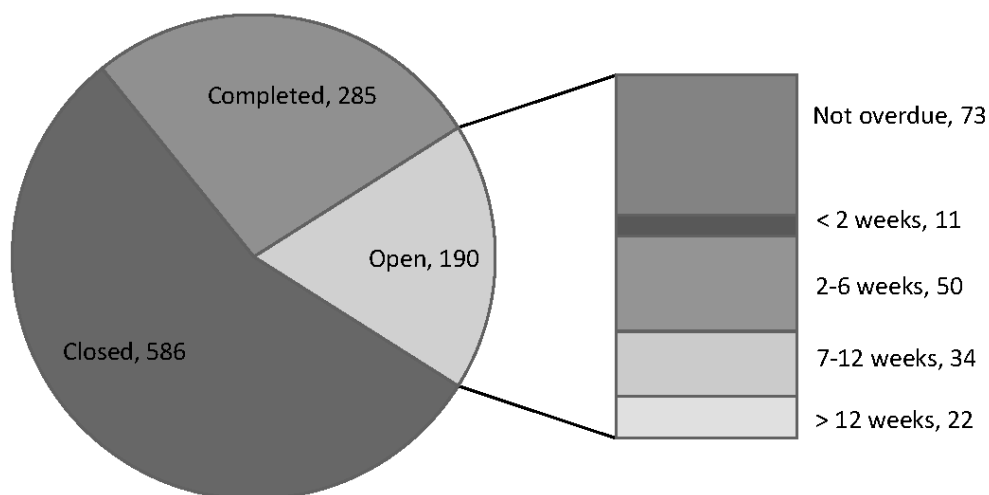
There is currently one open critical defect for Iteration 1 and one open critical severity defect for Iteration 2.

## Xerox SharePoint – Action Items Log

### Xerox Assigned Action Items by Status and Weeks Overdue



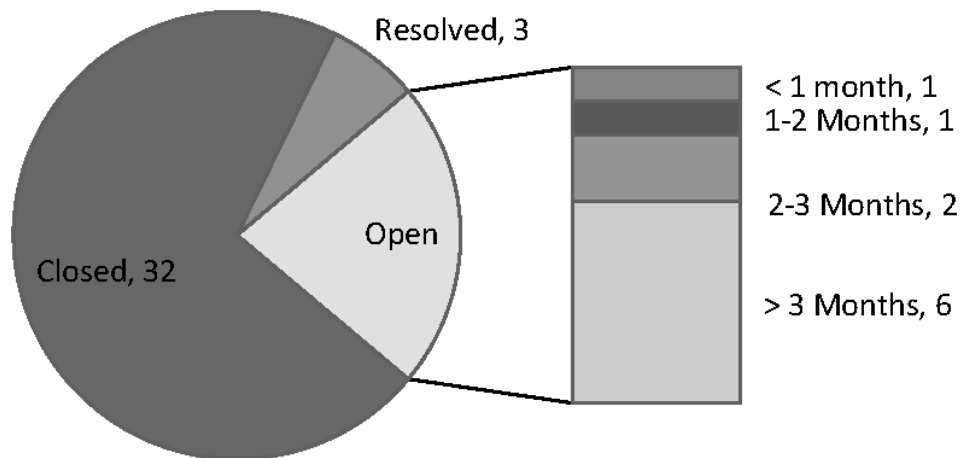
### DPHHS Assigned Action Items by Status and Weeks Overdue



Action item counts have increased for both Xerox and DPHHS in all aging categories from last week to this week.

## Xerox SharePoint – Issues Log

## Issue Log by Age and Status



## 2 - IV&V Status Report

### *Activities Since Last Report*

Planned Activity	Status	Summary of Results
Participated in the TPL design review, DSS I-5 design review, and Operations Requirements sessions and scribed the sessions.	Complete	Draft notes posted to the DPHHS SharePoint
Participating in the Benefit Plan design & configuration session, Claims Pricing I-4 design, and the FADS I-4 Design sessions and scribing the sessions.	In-progress	Sessions are in progress
Reviewed and submitted comments to Xerox on the Operations Requirements, FADS design review, Financial design review, and TPL design review collaboration session materials.	Complete	Multiple review cycles were completed on each set of collaboration session materials
Reviewed and analyzed the Xerox response to the Remaining Requirements Report	Complete	Resolved requirements were identified and outstanding requirements were categorized and responded to
Posted draft minutes to the DPHHS SharePoint for the TPL 1-4 design review and the Operations Requirements collaboration sessions.	Complete	Minutes posted to the DPHHS SharePoint
Posted final minutes to the DPHHS SharePoint for the Operational Requirements for Reference I-4 design review, Claims Payment I-4 design review, AVRS/Faxback I-4 design review, Claims I-4 design review, Member design (BR), and the DSS I-4 design review collaboration sessions.	Complete	Minutes posted to the DPHHS SharePoint
Participated in and scribed the Depravation Code meeting with DPHHS and Xerox on 5/15/13.	Complete	Participated in and scribed this meeting

Participated in the Xerox Management Meeting DPHHS and Xerox on 5/15/13.	Complete	Participated in this meeting
Participated in the Demo of the Financial Module with DPHHS and Xerox on 5/16/13	Complete	Participated in and scribed this meeting
Participated in the Weekly PMO Meeting with DPHHS and Xerox on 5/17/13.	Complete	Participated in and scribed this meeting
Participated in and scribed the Alaska Buy-in Demo with DPHHS and Xerox on 5/17/13.	Complete	Participated in and scribed this meeting
Participated in the Conversion Testing Meeting with DPHHS and Xerox on 5/21/13.	Complete	Participated in this meeting and took action based on the discussion
Participated in the DPHHS team meeting on 5/21/13.	Complete	Participated in this meeting
Maintained the PK Requirements Traceability Matrix.	In-progress	This is an on-going task. The RTM will be updated after each collaboration session and based on discussions from informal functional area meetings
Finalizing the PK Project work plan.	On-hold	The completion of the PK work plan task is in-progress

### Obstructions or Barriers

Obstruction/Barrier	Action Needed
<i>Lack of availability of Health Enterprise Experts for collaboration sessions.</i>	Xerox to provide a knowledgeable Health Enterprise SME for all Collaboration Sessions.
<i>Fragmented delivery and missing traceability of DSDs will present challenges in the review of the documents</i>	Xerox to add User Interface Specification name to the traceability in DOORS.



**Public Knowledge LLC**  
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